

Enterprise Incident Report Nov 2010

As of 12/1/2010

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents	
	Low	FCR Total
Governor's Office	17	17
	13	13
Customer Company Total	17	17
	13	13

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Governor's Office	17 2	17 2
Customer Company Total	17 2	17 2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Governor's Office	17 0.36	17 0.36
Customer Company Total	17 0.36	17 0.36

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Governor's Office	17 0	17 0
Customer Company Total	17 0	17 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Governor's Office	17 0.47	17 0.47
Customer Company Total	17 0.47	17 0.47

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Detail

INC000000213188	Patsy Buchi Capitol Desktop Support	PC/Laptop Chad Poll	Hardware Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213193	Nancy Grisel Capitol Desktop Support	PC/Laptop Chad Poll	Error Governor's Office	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215854	Shannon Simonsen Capitol Desktop Support	PC/Laptop Chad Poll	Error Governor's Office	iTunes Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
INC000000216307	Fran Fish Capitol Desktop Support	PC/Laptop Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217486	Michael Kjar Capitol Desktop Support	PC/Laptop Chad Poll	Virus Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217597	John Bennett Capitol Desktop Support	PC/Laptop Chad Poll	Virus Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217639	Connie Wettlaufer Network Operations	Network Kelli Okumura	None Governor's Office	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.65 1.81
INC000000219939	Virginia Orozco Capitol Desktop Support	PC/Laptop Chad Poll	Error Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219986	Clair Webster Capitol Desktop Support	PC/Laptop Chad Poll	Password Governor's Office	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220007	Michelle Morris Capitol Desktop Support	PC/Laptop Chad Poll	None Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220023	Clifford Strachan Capitol Desktop Support	Network Chad Poll	Password Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223736	Francine Groth Capitol Desktop Support	PC/Laptop Chad Poll	Password Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224907	Nancy Grisel Capitol Desktop Support	Application Chad Poll	Error Governor's Office	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 2.54
INC000000224947	Connie Wettlaufer Network Operations	Network John Stevens	None Governor's Office	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.66 3.66
INC000000225024	Kimberlee Willette Capitol Desktop Support	PC/Laptop Chad Poll	Error Governor's Office	Adobe Acrobat 9.0 Pro Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225030	Connie Wettlaufer Capitol Desktop Support	PC/Laptop Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000225555	Connie Wettlaufer	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.02
Help Desk	Brenda Treadway	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.04
